



**Solicitation Information**  
**August 4, 2014**

**RFP# 7548914**

**TITLE: Courier Services - DoIT**

**Submission Deadline: September 4, 2014 at 10:00 AM (Eastern Time)**

**PRE-BID/ PROPOSAL CONFERENCE: No**  
**MANDATORY:**

If YES, any Vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory Pre-Bid/ Proposal Conference. The representative must register at the Pre-Bid/ Proposal Conference and disclose the identity of the vendor whom he/she represents. A vendor's failure to attend and register at the mandatory Pre-Bid/ Proposal Conference shall result in disqualification of the vendor's bid proposals as non-responsive to the solicitation.

**DATE:**  
**LOCATION:**

Questions concerning this solicitation must be received by the Division of Purchases at [David.Francis@purchasing.ri.gov](mailto:David.Francis@purchasing.ri.gov) no later than **August 14, 2014 at 10:00 AM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**SURETY REQUIRED: No**

**BOND REQUIRED: No**

David J. Francis  
Interdepartmental Project Manager

Applicants must register on-line at the State Purchasing Website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)

**Note to Applicants:**

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

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## **SECTION 1: INTRODUCTION**

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department Administration/Division of Information Technology (“DoIT”), is soliciting proposals from qualified firms to provide for the provision of Courier services, in accordance with the terms of this Request for Proposals and the State’s General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at [www.purchasing.ri.gov](http://www.purchasing.ri.gov) .

The initial contract period is two (2) years. Contracts may be renewed for up to two (2) additional 12-month periods based on vendor performance and the availability of funds

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

### **INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:**

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 60 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor’s proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information visit the website [www.mbe.ri.gov](http://www.mbe.ri.gov)
15. Under HIPAA, a "business associate" is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to, a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A "business associate" also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard HIPAA protected health information. Therefore, if a Contractor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement.

## **SECTION 2: BACKGROUND**

DoIT is responsible for the Department of Administration Courier services for the State of Rhode Island. DoIT provides support and Messenger services to departments across the State utilizing a combination of State personnel and Outside Contractors. A few State agencies/departments, such as the courts, procure and provide their own Messenger Services. Much of this mail is time sensitive and must be delivered on time and safely. The winning bidder must be a company with a Statewide presence acceptable to the State to handle the magnitude of the data handled.

### **SECTION 3: SCOPE OF WORK**

#### **| COURIER SERVICE CATEGORIES:**

**1. DEDICATED Route:**

To provide courier services for locations between and among the State Enterprise Operations Center (EOC) located at 50 Service Avenue, Warwick and the State Central Messenger Center (CMC) located at One Capitol Hill, Providence. To pick-up and deliver materials 5 days a week, 52 weeks a year, except for the holidays listed below.

**2. UNDEDICATED Stops Statewide:**

To provide courier services for locations all around the State, to be returned to the company's headquarters overnight, sorted if necessary, and then delivered to addresses the company is going to the next day or delivered to the (CMC) when the first vehicle arrives there in the morning.

Below are for examples undedicated routes/stops. Time range for delivery is also noted. Items picked up at the locations below will be returned to vendor's location, sorted, and delivered to the locations listed below the next business day, or if not listed below, to the (CMC) One Capitol Hill in Providence.

Newport County Court House, Washington Square, Newport (9 stops within) ( 2 pm – 3 pm )

Kent County Court House, 222 Quaker Lane, Warwick (9 stops within) ( 1:30 pm – 3 pm )

The State does not guarantee any number of routes or number of packages for volume, the numbers used is for informational purposes only and used as historical numbers to arrive at a low bidder.

Besides the four (4) dedicated routes, there are also individual pick-ups that are listed with delivery time ranges. A final schedule will be negotiated upon award of contract.

**3. Next Day Unscheduled package delivery:**

To provide delivery service to any business or residential location in the State of Rhode Island.

**4. Same Day Unscheduled package delivery:**

To provide delivery service to any business or residential location in the State of Rhode Island.

Please Note on item #'s 3 & 4 above:

- It could anywhere from 1 to 1,000 packages a day, without notice or pre-planning, depending upon your bid response, if it is cost effective for the State to utilize this service from you.
- The State reserves the right to bundle packages to make ONE package to maximize their savings, and the package can't weigh more than 10 pounds.

The successful vendor would also be afforded the right to follow the existing vendor (if the winning bidder isn't the incumbent vendor) in order to determine if they are able to perform the delivery routes, and to also review them and make any efficiency recommendations to the State for their review prior to the final agreeing to routes by State and vendor.

Vendor must accommodate schedule changes (additions and deletions) with a minimum of five (5) working days advance notice. (Except for dedicated routes, those charges are immediate)

Vendor must provide a formal contact person for the purpose of this agreement, their emergency contact numbers, cell phones, pagers, etc., for the duration of the contract.

It is the State’s intent to award contract(s) to one Vendor in order to simplify and bring pricing efficiencies to the delivery infrastructure we support.

### **Local Messengers**

The vendors’ Messengers are required to sign in at the beginning of each day and sign out before leaving and must show proper licenses.

The Vendor is responsible for supplying its Messengers with Delivery vehicles, hand trucks and other material and equipment necessary for the pick-up and delivery of Mail, packages, materials and equipment to various buildings. The vehicles and equipment indicated are to be included in the fully loaded hourly rate.

### **Delivery records, proof of service**

Vendors records must be sufficient to show that delivery of materials was within the applicable time limitations. The vendor will be responsible for all items in their possession, and in the event of failure to deliver, for any reason, the vendor must secure the undelivered items in a locked building until they can either be delivered or turned over to DoIT custody at the earliest possible opportunity.

### **Lost, Damaged or stolen materials**

The vendor shall be responsible for repayment to DoIT of items entrusted to its care that were damaged, lost or stolen. The vendor must describe the procedure for submitting claims for lost, damaged or stolen materials entrusted to their care. Proof of insurance or financial responsibility must be provided. If the vendor is unable to provide delivery as scheduled due to weather, unexpected traffic or mechanical breakdown, the EOC must be contacted within 15 minutes after the delivery window has expired.

## **HOLIDAY SCHEDULE/ DAYS NOT IN OPERATION**

The successful vendor will not be working on the following State holidays (check for official day celebrated):

New Year Day	(January)
Dr. Martin Luther King Jr’s Birthday	(January)
Memorial Day	(May)
Independence Day	(July)
Victory Day	(August)
Labor Day	(September)
Columbus Day	(October)
Election Day	(November, even numbered years, 2014 & 2016)
Veterans Day	(November)
Thanksgiving Day	(November)
Christmas Day	(December)

## **SECTION 4: TECHNICAL PROPOSAL**

Narrative and format: The separate technical proposal should address specifically each of the required elements:

#### **A. Corporate Overview- No Points**

Provide a brief corporate overview (2 pages or less).

#### **B. Capability, Capacity, and Staff Qualifications of the Offeror- (40 Points)**

**Please provide a detailed description of the Vendor's experience as Courier Service, including the following:**

##### **1. Customer Support Team**

Identify the key sales, operation, and customer support contacts who would be assigned to support the Customer for the services proposed under this RFP.

##### **2. Corporate Employees.**

Describe the number of employees that vendor currently employs.

##### **3. Local Employees / Job Functions.**

Describe the number of employees, grouped by job function, that vendor currently employs in the Rhode Island area, and provide the number of Mail Handler personnel available for, daily contract work. The Vendor must disclose the number of vehicles they own and/or lease.

##### **4. Billing, Account Management, Reporting, Auditing, Ordering/Terminating, Meetings.**

Provide an overview of the billing, account management, billing dispute resolution mechanism and timing, ability of Vendor to provide self-audit at no charge of invoices for services, and reporting capabilities features and tools you provide, including electronic and web-based access to billing records, reporting, account management, etc. If applicable, provide a copy of a sample bill (hard copy, electronic copy, and/or link to an online version).

##### **5. References.**

Provide a list of at least three Courier Service references, including contact names and numbers, completed within the last 5 years.

##### **6. Statewide Presence.**

Disclose Statewide presence/routes you currently have and how you would handle same day and next day deliveries.

#### **C. WORK PLAN/ PROJECT DESIGN- (30 Points):**

- 1. Applicants will describe the agency's understanding of the State's requirements, including the results intended and desired.**
- 2. The Work Plan/Project Design should address all of the components described under Scope of Work, as well as any technical issues that will or may be confronted in implementing the initiative.**
- 3. Applicants shall include a specific plan outlining how all services will be developed provided and monitored.**

#### **SECTION 5: COST PROPOSAL**

**Detailed Budget and Budget Narrative:** Provide a proposal for fees charged for courier services outlined in this proposal. Using Appendix A: Rate Card, vendors must supply a fully loaded hourly rate for each of the delivery categories listed below. The fully loaded hourly rate should equal the price for

one employee and one vehicle for the services below. Also, include a budget narrative, which explains the basis and rationale of your hourly rate structure.

### **COURIER SERVICE CATEGORIES**

- 1.) **DEDICATED Route**
- 2.) **UNDEDICATED Stops Statewide**
- 3.) **Next Day Unscheduled package delivery**
- 4.) **Same Day Unscheduled package delivery**

### **SECTION 6: EVALUATION AND SELECTION**

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 50 out of a maximum of 70 technical points. Any technical proposals scoring less than 50 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 50 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Department of Administration reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

<b>Criteria</b>	<b>Possible Points</b>
<b>TECHNICAL PHASE</b>	
Capability, Capacity, and Staff Qualifications of the Offeror	40
Quality of the Work plan	30
<b>Total Possible Technical Points</b>	<b>70</b>
<b>COST PHASE *</b>	
Dedicated Route	20
Undedicated Stops Statewide	5
Next Day Unscheduled package delivery	2.5
Same Day Unscheduled package delivery	2.5
<b>Total Possible Cost Points</b>	<b>30</b>
<b>TOTAL POSSIBLE POINTS</b>	<b>100</b>

\*The Low bidder will receive one hundred percent (100%) of the available points for cost category. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$



### **DEDICATED Route (20 Points)**

For example: If the low bidder (Vendor A) bids \$2.00 and Vendor B bids \$5.00 for **DEDICATED Route courier** services the total points available are Twenty (20), vendor B's cost points are calculated as follows:

$$\$2.00 / \$5.00 * 20 = 8$$

### **UNDEDICATED Stops Statewide (5 points)**

For example: If the low bidder (Vendor A) bids \$2.00 and Vendor B bids \$5.00 for **UNDEDICATED Stops Statewide** courier services the total points available are Five (5), vendor B's cost points are calculated as follows:

$$\$2.00 / \$5.00 * 5 = 2$$

### **Next Day Unscheduled package delivery (2.5 points)**

For example: If the low bidder (Vendor A) bids \$2.00 and Vendor B bids \$5.00 for **Next Day Unscheduled package delivery** courier services the total points available are 2.5, vendor B's cost points are calculated as follows:

$$\$2.00 / \$5.00 * 2.5 = 0.5$$

### **Same Day Unscheduled package delivery (2.5 points)**

For example: If the low bidder (Vendor A) bids \$2.00 and Vendor B bids \$5.00 for **Same Day Unscheduled package delivery** courier services the total points available are 2.5, vendor B's cost points are calculated as follows:

$$\$2.00 / \$5.00 * 2.5 = 0.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

## **SECTION 7: PROPOSAL SUBMISSION**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [David.Francis@purchasing.ri.gov](mailto:David.Francis@purchasing.ri.gov) no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 7548914** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the

date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked “**RFP# 7548914 Courier Services - DoIT**” to:

RI Dept. of Administration  
Division of Purchases, 2nd floor  
One Capitol Hill  
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

## RESPONSE CONTENTS

Responses shall include the following:

1. One completed and signed four-page R.I.V.I.P generated bidder certification cover sheet (included in the original copy only) downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
2. One completed and signed W-9 (included in the original copy only) downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to six (6) pages (this excludes any appendices).
4. **A separate, signed and sealed Cost Proposal** using Appendix A: Rate Card to complete all of the requirements of this project.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked “original”.

**CONCLUDING STATEMENTS:** Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State’s General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State’s General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf> .

APPENDIX A: RATE CARD

<b>DEDICATED Route</b>	Fully Loaded Hourly Rate
	\$

<b>UNDEDICATED Stops Statewide</b>	Fully Loaded Hourly Rate
	\$

<b>Next Day Unscheduled package delivery</b>	Fully Loaded Hourly Rate
	\$

<b>Same Day Unscheduled package delivery</b>	Fully Loaded Hourly Rate
	\$

## EXHIBIT 1      ADDITIONAL TERMS AND CONDITIONS

For purposes of this Exhibit 2, State shall include State, agencies and any entity the Vendor provides services to and each of its and their officers and employees.

### *a. Unauthorized Disclosure or Access to Confidential Information*

Vendor shall notify State and the Chief Information Officer of the State (“State Impacted Parties”) of any successful unauthorized electronic or other access to State Confidential Information as defined above within **two (2) hours of knowledge of occurrence**. The notice shall contain information available to Vendor at the time of the notification, to aid the State Impacted Parties in examining the matter. More complete and detailed information will be provided to the State Impacted Parties as it becomes available to Vendor. For security reasons, the disclosure from Vendor to State Impacted Parties as contemplated in any contract may include information specifically designated as “confidential” and shall be treated by State Impacted Parties as such. Vendor and State Impacted Parties shall cooperate with each other in any public disclosures related to any such successful unauthorized access. In the event of a successful unauthorized access Vendor agrees (a) it shall pay for an independent third party security firm acceptable to the State to analyze the incident and determine the cause and extent of the compromise, which report shall be provided to the State, and (b) Vendor shall, at its cost, provide notification as required, and establish a call center and purchase credit monitoring services, where necessary. Vendor shall indemnify and hold harmless the State, from any and all damages, penalties, costs, expenses, claims, causes of action, fees, penalties (including reasonable attorney’s fees and regulatory defense) which may arise, accrue or be caused in whole or in part, directly or indirectly, by Vendor’s intentional acts, negligent acts or omissions, or material failure to perform under the terms of this contract, or violation of applicable laws, rules, regulations, to State or any third party from such successful unauthorized access.